



TERMS AND CONDITIONS

These Terms and Conditions govern the rights and obligations between **Inteligoo s.r.o.**, with its registered office at Podjavorinskej 4, 811 03 Bratislava, Slovakia, Company ID: 45273596 (hereinafter referred to as the “Operator”), and customers (hereinafter referred to as the “Client”) regarding accommodation services provided via the Operator’s website.

1. Subject of Services

The Operator provides short-term accommodation in recreational properties (chalets) presented on the website. The service includes rental of the accommodation facility for the agreed period and scope.

2. Reservation

1. Reservations can be made via the reservation or contact form on the website.
2. A reservation becomes binding once confirmed by the Operator via e-mail.
3. The Operator reserves the right to reject a reservation without providing reasons.

3. Price and Payment Terms

1. The accommodation price is stated on the website or agreed individually.
2. Upon reservation confirmation, the Client is required to pay a **deposit of 30% of the total accommodation price**.
3. The **remaining balance must be paid no later than 1 day prior to check-in**.
4. Payment is made based on an issued invoice, which will be sent to the Client by e-mail.
5. Failure to pay the deposit or balance within the specified deadlines entitles the Operator to cancel the reservation.

4. Cancellation Policy

1. The Client may cancel the reservation in writing or by e-mail.
2. Cancellation fees apply as follows:
 - more than **14 days prior to check-in** – no cancellation fee,
 - **14 to 7 days prior to check-in** – cancellation fee of **50% of the paid deposit**,

- **less than 7 days prior to check-in or in case of no-show** – the paid deposit is **forfeited in full**.

5. Check-in and Check-out

1. **Check-in is available from 3:00 PM.**
2. **Check-out must be completed by 10:00 AM at the latest.**
3. Detailed information regarding key handover and accommodation access will be provided upon reservation confirmation.

6. Client's Rights and Obligations

The Client agrees to:

- use the accommodation in accordance with its intended purpose,
- comply with the house rules and the Operator's instructions,
- maintain order and protect the Operator's property,
- compensate for any damage caused to the Operator's or third-party property.

6a. House Rules

- **Dogs are allowed only upon prior agreement with the owner.**
- **Smoking is strictly prohibited** inside the accommodation.
- Guests are required to observe **quiet hours between 10:00 PM and 6:00 AM.**

7. Operator's Rights and Obligations

The Operator undertakes to:

- provide accommodation in the agreed scope and quality,
- ensure the accommodation is fit for use.

8. Liability

1. The Operator is not liable for damage caused by force majeure.
2. The Operator is not liable for the Client's personal belongings.

9. Personal Data Protection

Processing of personal data is governed by a separate document **Privacy Policy**, published on the website.

10. Final Provisions

1. These Terms and Conditions enter into force on the date of publication on the website.
2. The Operator reserves the right to amend these Terms and Conditions unilaterally.
3. Legal relations are governed by the laws of the Slovak Republic.